

Child Support Advisory Board
MINUTES
September 25, 2003

Present

1st District, Jane Preece, Esq.
1st District, George Gliaudys, Jr., Esq.
2nd District, Paula G. Leftwich
2nd District, John Murrell
3rd District, Lucy T. Eisenberg, Esq.
4th District, Jean F. Cohen
5th District, Susan Speir
5th District, Reginald Brass

Chief Information Office,
Earl Bradley
Children and Family Services
Patti Griffin
Rosie Ruiz, Department of Public
Social Services
Child Support Services Department,
Philip Browning
CA Department of Child Support Services,
Nancy Stone

Absent

3rd District, Betty Nordwind
4th District, Maria Tortorelli

Superior Court, David Jetton
Franchise Tax Board, Debbie Strong

Guests

Steven Golightly, CSSD
Lori Cruz, CSSD
Julie Paik, CSSD
Gail Juiliano, CSSD

Carol Mentell, CSSD
Lawrence Hill, SEIU Local 660
Victor Rea, DCSS

Staff Support

Lee Millen, Board of Supervisors
Audra Galang, Board of Supervisors

CALL TO ORDER

Chairperson Eisenberg called the meeting to order at 9:38 a.m.

APPROVE MINUTES OF AUGUST 21, 2003

On motion of Member Bradley, seconded by Member Leftwich and unanimously carried, the minutes of August 21, 2003 were approved.

DIRECTOR'S REPORT:

Philip Browning, Director, CSSD, reported the following:

- The DCSS has not yet decided whether to issue a Phase II corrective action plan; the PIP recommendations have been implemented except for the reengineering of the CSSD;
- Staff is continuing to work on data cleanup;
- Current support collections increased to 42% in July and 45% in August 2003, and is at 35-37% in September;
- About \$4 million has been distributed of about \$6 million of uncashed checks;
- Some counties are accepting credit card payment for collections, and debit cards for DPSS recipients are expected to be implemented in about one year; also, debit cards could be credited with UDC monies distributed;
- About 35 staff will answer phones at KMEX-TV Channel 34 on October 1, 2003, regarding CSSD services;
- An employer forum was hosted recently with attendees representing about 30,000 employees who expressed satisfaction with the event; a newsletter may be developed in the near future to further enhance employer outreach;
- The organizational chart (copy on file) represents changes from March to September 2003;
- Attorneys implemented a furlough without pay to prevent impending staff cuts within their ranks this fiscal year; and
- The Board of Supervisors approved a \$2.7 million addition to the CSSD budget of proposed federal funding; however, if the funding does not occur about 100 staff cuts could take effect;

In response to Chairperson Eisenberg, Member Browning reported that the organizational chart does not reflect where staff are currently assigned. However, an organizational chart with that data will be provided to CSAB in October 2003.

PUBLIC COMMENT

Carolyn Jackson, CP, reported on her individual case noting that since 1991 her ex-husband has stopped paying child support. Ms. Jackson expressed dissatisfaction with the CSSD staff's inability to locate Mr. Jackson to collect child support, although she was able to call up the phone number that she provided to CSSD on her application in 1999 and locate him at the same address that she had provided to them at that same time.

Chairperson Eisenberg thanked Ms. Jackson for her presentation and requested that Carol Mentell follow-up on Ms. Jackson's request for help in resolving this case. Further, Ms. Mentell agreed to report back to the CSAB next month on this case, to report back to the Chair prior to next month's meeting, and to make authorization forms available to the public at CSAB meetings for case follow-up purposes.

Member Gliaudys expressed concern with staff assertions that operations have improved although Ms. Jackson's case reflects an interstate inefficiency. Member Browning

reported that Los Angeles County handles about twice the number of cases than other counties, and with a reduced staff case problems are inevitable.

DCSS UPDATE

Nancy Stone, DCSS, thanked Chairperson Eisenberg for including a standing reporting agenda item from the DCSS, and introduced Victor Rea, Manager, Quality Assurance Branch, DCSS, who will serve as her alternate on the CSAB. Ms. Stone reported the following:

- No decision has been made as yet on whether to implement a Phase II corrective action;
- She will accompany Curt Child and Carole Hood on a Los Angeles County CSSD site visit this coming Monday to meet with SEIU 660 representatives, with advocates and with Mr. Browning;
- Ms. Stone and Ms. Hood may stay until Thursday to review the CSSD's outline of its business reengineering plan; a determination will be made whether that effort will postpone Phase II or if that will become the focus of Phase II's;

Chairperson Eisenberg requested that a draft copy of the proposed CSSD business plan be distributed to the CSAB.

- Synergy has completed an analysis of sample cases submitted by Gail Juiliano, CSSD, regarding the lack of updated case dates; Ms. Stone will report back next month on these findings;
- A letter will be forwarded to Mr. Browning indicating approval and recognizing that the QAPI plan meets the minimum state requirements;
- DCSS will make a site visit to facilitate a meeting between DCSS, CSSD and the State Hearing office to address systemic case processing issues;

Chairperson Eisenberg noted that she has attempted to obtain DCSS analysis on the tracking of hearing decisions. Ms. Stone noted that the analysis is being summarized to protect client confidentiality and she will report back to the Chair. Vice Chair Speir suggested that the DCSS prioritize the state hearing process, especially in the area of collection and distribution.

- The General Accounting Office is conducting a nationwide study of UDC growth and will be visiting six states; the DCSS hosted the GAO audit staff and reviewed the UDC data and the explanation why misreporting has occurred. Also, the GAO was informed that Los Angeles County CSSD had already distributed \$4 million of \$6 million in uncashed checks.

REVIEW AND DISCUSS MONTHLY REPORTS/PERFORMANCE MEASURES

In response to Chairperson Eisenberg, Gail Juiliano agreed to report back on the priority areas outline, "monitoring of the customer service procedures continues", and will review data accuracy in Customer Service, 2G, Ombuds Inquiries. Also, Ms. Juiliano reported that the variance in Complaints in Progress data in 2002/2003, is due to Ombuds staff

being assigned to work complaint backlogs and then six Ombuds staff being reassigned to work on CSI. Further, this data reflects inquiries unresolved, however, resolved complaints data does not indicate if the case was resolved within the 30-day timeframe. Member Cohen expressed concern regarding interstate case processing backlogs. Member Browning noted that if CSSD had the same funding ratio as Orange County then about 1,971 new staff could be hired to eliminate backlogs. Ms. Lori Cruz, Deputy Director, CSSD, reported that the federal government has an interstate reconciliation project where in effect they would resolve duplicate interstate cases. In response to Member Cohen, Ms. Stone agreed to report back to the CSAB regarding this federal project and interstate case processing.

REPORT ON STATUS OF BUSINESS REORGANIZATION PROJECT

Member Browning invited CSAB to participate in discussions next week with DCSS staff regarding the business reorganization project. An in-depth status report will be presented at the next CSAB meeting.

EDP: DISCUSSION REGARDING HOW THEIR PERFORMANCE WILL BE MONITORED; AND REVIEW OF CURRENT STATISTICS ON SUB-SERVICE

Member Browning reported that vendor responses to an RFP included a higher cost for substitute service than personal service. Member Preece expressed concern that meeting the legal requirements for service is the norm rather than serving notice to all addresses on file and/or utilizing other options to locate NCPs. Chairperson Eisenberg inquired whether incentives exist for accurate process service and if a monitoring system is in place to identify inaccuracies. Member Browning noted that the new process service vendor did not hire the previous servers and their service effectiveness has not been determined. Vice Chair Speir suggested that an emphasis on providing the vendor with a current Locate address would increase service effectiveness.

Chairperson Eisenberg requested that Ms. Juiliano report back regarding the correlation between sub-service and default. Also, Ms. Stone noted that San Diego County creates a competitive process in selecting a process service vendor that has proven to be successful.

UPDATE ON IMPRLEMENTATION OF THE CORRECTIVE ACTIONS ON LOCATE (made in response to the Auditor-Controller's report), AND DISCUSSION ON HOW TO MONITOR RESULTS

Daniel Scott, Manager, CSSD Bureau of Information Technology, reported that all programmatic corrections recommended by the Auditor-Controller have been implemented (copy on file), estimated completion dates are in place and there are two items outstanding due to Consortium concerns.

Chairperson Eisenberg requested a month-to-month CSSD follow-up audit regarding the status of issues that were identified in the Auditor-Controller's report and a report back in April/May 2004. Ms. Stone agreed to speak with the Directors of Orange and San Diego CSSD regarding their process, and report back to the CSAB regarding Recommendation

#7, address verification process. Julie Paik, Deputy Director, CSSD, explained that in reference to Recommendation #8, evaluate effectiveness of Locate resources, the Collections Procedural Manual was put on hold due to CSI clean ups, however, a reassessment whether staff resources exist to develop the Manual will occur in October 2003. The contract referenced in Recommendation #9, develop written procedures to monitor and evaluate supplemental locate vendors, was cancelled due to the availability of FCR and other Federal/State locators. Recommendation #11, Family Code 17401, is still with the forms committee and a status report is forthcoming.

Ms. Paik reported that in reference to Recommendation #12, ensure co-locate FSOs complete all relevant screens in LEADER, the co-locate staff do not have complete access to all the screens in LEADER. However, it is anticipated that the DPSS and CSSD workgroup can address this issue. Ms. Juiliano agreed to report back in January 2004 regarding this issue and whether the DPSS link is working effectively in cases with a pending status.

Ms. Paik advised that staff is verifying compliance with Recommendation #13, ensure co-locate FSOs appropriately inform the CP of the purpose of all documentation that must be signed and how the information will be used, via site visits; CSAB was invited to visit co-locate sites. Also, staff has received training as requested in Recommendation #14, Train FSOs with appropriate interviewing skills, such as asking open-ended questions.

DISCUSS DEPARTMENT'S POLICY REGARDING NOTICE TO APPLICANT WHEN CHILD IS UNBORN AT THE TIME OF APPLICATION

This Agenda item was deferred to next month's meeting.

FOLLOW-UP ON ONE PUBLIC SPEAKER'S CASE: KEVIN MCCRAY

Following discussion, Chairperson Eisenberg suggested that Carol Mentell, CSSD, forward her report to Mr. Albert Morris for his review and that she present a status report at next month's meeting.

Kathleen McEnroe, Division IV, CSSD, reported that Kevin McCray, represented by counsel, filed a motion to determine arrears for modification of child support, an ex-party for modification of custody, and whether the waiver signed by the mother in 1996 was a valid waiver. In that there was no prior judicial ruling on the validity of the waiver, the CSSD did not honor that waiver, and the mother shortly thereafter rescinded it. Both parties were made aware of the CSSD policy at the time to not only collect current support but past due support. On August 12, 2003, the mother did not appear in court due to her hospitalization and the matter was continued to another date wherein the Judge ruled in Mr. McCray's favor. The waiver has been adjudicated, and according to the Judge it is too late to modify. Further, the mother was ordered to pay child support and Mr. McCray was obligated to pay some monies.

Vice Chair Speir reported that per Wayne Doss, Policy, CSSD, if a non-welfare mother wants to compromise her arrears then her case has to be closed. In this instance, CSSD

should forward a letter advising the CP/NCP that a compromise will not be honored. Chairperson Eisenberg requested a staff report next month on this issue, including a copy of the CSSD policy.

Ms. McEnroe indicated that human error occurred when the auditor reported that he had reviewed all of Mr. McCray's joint payments; however, the audit was actually based on the waiver. Vice Chair Speir noted that the auditor should not make a determination if a waiver is valid or not. Further, CSSD staff should understand that when there is a family law order the mother should be forwarded an affidavit of arrears from the beginning of the court date; and a follow-up system should exist in case the CP does not return the affidavit.

Member Gliaudys suggested that these lessons should be incorporated into CSSD's proposed business reorganization. Chairperson Eisenberg requested that Vice Chair Speir compile a list of the various issues the CSAB has identified 'on this case' that could be incorporated into the reorganization project. Vice Chair Speir requested a copy of the written policy on waivers.

ADJOURNMENT

The meeting adjourned at 12:38 p.m.